

*The Home Construction Regulatory Authority (HCRA) is a private not-for-profit corporation that if designated by the Government of Ontario, will be the regulatory authority responsible for licensing of Ontario's new home builders and vendors. HCRA intends to foster improved home quality and homebuyer confidence in the home building industry through modernized licensing standards, education and compliance, providing increased consumer protection through enhanced regulatory measures. To learn more about HCRA please visit [www.hcraontario.ca](http://www.hcraontario.ca).*

## **Customer Service and Complaints Intake Lead**

HCRA is seeking a results-oriented and quality-focused team leader to fill the role of **Customer Service and Complaints Intake Lead**. Reporting to the Manager, Licensing and Customer Service, you will:

- provide team leadership and guidance for customer service and complaints intake activities in support of timely service excellence to customers;
- assess formal complaints to determine information gaps, assign risk level and determine next steps;
- generate reports, briefs and correspondence, related to customer service, licensing and complaints issues, trends, and assessments, providing recommendations, accurate information and advice to senior management;
- recommend leading practices, processes, tools and approaches for effectively providing customer service, responding to complaints and tracking trends;
- negotiate and monitor service agreements and performance standards with shared service provider for customer contact services; and
- plan and undertake special projects related to customer service and complaints.

*Successful candidates will demonstrate the following:*

- ✓ A minimum of four years of progressive experience in a regulatory environment, including a minimum of one year in a team leadership capacity
- ✓ Completion of a postsecondary degree or diploma in business administration or customer service management or communications or a related field (or a combination of equivalent education, training and experience)
- ✓ Knowledge of customer service practices, service delivery models including familiarity with and ability to use Customer Relationship Management (CRM) systems and tools
- ✓ Understanding of relevant legislation and regulations including the *New Home Construction Licensing Act, 2017*, the *Ontario New Home Warranties Plan Act* is an asset
- ✓ Proven customer service focused operational leadership
- ✓ Demonstrated proficiency in developing successful relationships with external customers / stakeholders, where formal authority may not exist
- ✓ Problem-solving and analytical skills to collect, analyze, and assess critical business intelligence and performance data and customer complaint trends to develop and/or recommend strategic solutions to facilitate continuous customer service improvement.
- ✓ Critical thinking to solve complex complaints/problems by developing solutions for situations where no precedents exist
- ✓ Judgement to identify, highlight and focus on complex complaints, risk management strategies, opportunities, challenges and resolutions

- ✓ Proactive judgement in solving problems in response to complex individual customer complaints and identifiable trends recommending process improvements to respond to customer issues.

#### How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at [cscil@hrassociates.ca](mailto:cscil@hrassociates.ca) by November 3, 2020. If you have questions, please contact Diana Pisignani at 416-237-1500 x238. For more information about HCRA or to view other career opportunities, please visit [www.hcraontario.ca](http://www.hcraontario.ca).

HCRA will offer a competitive compensation package including benefits and a defined contribution pension plan.

We thank all external applicants for their interest, however, only those selected for further consideration will be contacted. Accommodation, if required, will be provided throughout the hiring process in accordance with the Human Rights Code.

HCRA IS AN INCLUSIVE EMPLOYER.

